



# **National Finance Center Customer Notification**

**Date of Notification:** March 23, 2011

**Subject:** NFC *EmpowHR* USDA System Issues

**Database/Customer(s) Affected:** All *EmpowHR* USDA Customers

**Dear Customer:**

The National Finance Center (NFC) is currently experiencing issues with the *EmpowHR* USDA application. The specific issue and scope have not yet been determined. Additional information will be provided as soon as it is available. Currently, no action is required on the part of the customers.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** If you have any questions regarding this notification, please contact the *EmpowHR* Help Desk at 1-888-367-6955 or via email to [NFCEMPOWHR@USDA.GOV](mailto:NFCEMPOWHR@USDA.GOV).

DRA/M6-11-078

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## **“Tip of the Week”**

For the agencies whose W-2 information is not written to the Reporting Center, authorized agency personnel should submit a written inquiry through the Special Payroll Processing System (SPPS) Web for their current or separated employees who have not received W-2's for 2010. No NFC organization will process telephone, e-mail or faxed requests for W-2's.